



EXCEPTION MANAGEMENT

User Guide

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EXCEPTION MANAGEMENT

Overview

Objectives

IVALUA BUYER provides an integrated exception management module that streamlines the logging, tracking, and resolution of supplier issues.

The exception management module is coupled with an improvement plan management module that helps you list and follow up associated preventive and corrective actions.

IVALUA BUYER allows you to log and manage exceptions in relation to:



- Suppliers
- Contracts
- Sourcing processes
- Orders
- Receipts
- Invoices

Exceptions may be of different types (Delay, Price, Quality, General) and severity level (Minor, Average, Major).



In the course of its lifecycle, an exception will go through various statuses (New, In progress, Solved) driven by its validation workflow.

Accessing the Exception Management module



























Select the menu *Suppliers / Exception Management*. The *Exception Management* page displays.

< ↺ ☆ | Exception Management
 Search ...  

Keywords : Contact : ... Outcome :

 Search
  Reset
 [Advanced search](#)

✖ New
 ✖ In process

	Number	Supplier	Name	Severity	Manager	Created on	Duration	Status
 	19	DELL USA	Missing power cord	Major	DE A	1/12/2016	3 days	New
 	17	ABB	Broken parts delivered in Los Angeles for project HGT	Major	Adam Smith	9/16/2015	121 days	In process
 	16	AEG	Misalignment of expectation: SFG delivery	Minor	Sam Lewis	9/15/2015	122 days	In process
 	13	OFFICE DEPOT	Late delivery	Average	DE A	6/19/2014	575 days	New
 	12	Horizon - Austin	Exception XYZ	Minor	DE A	6/18/2014	576 days	New
 	11	OFFICE DEPOT	Late Delivery	Major	DE A	6/18/2014	576 days	New
 	10	Manutan	Exception on invoice	Minor	DE A	3/31/2014	655 days	In process
 	9	HEWLETT PACKARD FRANCE	Late delivery	Minor	DE A	3/28/2014	658 days	New
 	8	HEWLETT PACKARD FRANCE	Issues linked to order	Minor	DE A	3/27/2014	659 days	In process
 	6	ABB	Prices in new catalog are too high	Major	OL D	10/19/2011	1549 days	In process
 	3	OFFICE DEPOT	Missing power and interface cords	Minor	DE Y	9/20/2011	1578 days	New
 	2	OFFICE DEPOT	One of the machines does not operate	Major	AUBAME Peter	9/19/2011	1579 days	New
 	1	GREEN CONSULTING DTSL	Quality issues with received product	Major	Tom Chollet	8/3/2011	1626 days	New

13 Result(s)

Ivalua Buyer demo v8.146 © Create new Exception


Searching for an exception

The upper part of the *Exception Management* page contains search filters. These filters let you easily retrieve an exception or a set of exceptions meeting specific criteria.

1. Define your search criteria by selecting appropriate filters.
2. When done, click the **Search** button to start searching. Matching items are displayed in the results list.

To cancel selected filters and go back to the default list, click the **Reset** button.



Accessing an Exception Management Sheet

In the exceptions' list (*Suppliers / Exception Management*), locate the exception record you wish to open and click its *Edit* icon . The exception record displays.

Exception Creation and Management

Logging an exception

1. In the exceptions' list (*Suppliers / Exception Management*), click the button **Create new exception**. A blank exception sheet displays.


< ↺ ☆ | Exception details Search ...  

Exceptions

Definition ▾

Short description :

Type of Exception :

Begin date : 1/15/2016 


Outcome ▾


Outcome : New


Closing date :


Anomaly outcome :


Source ▾


Supplier : 


Contract : 


Sourcing process : 


Order : 


Delivery : 

Invoice : 

Commodities : 


Organizations : 


Manager : 

Delegated to : 

Severity : ▾

Ivalua Buyer demo v8.146 ©

Save & new  **Save** **Finish**

2. Complete the form, in particular mandatory fields, namely the short description, begin date, manager, type and severity of the exception.
3. Link the exception to one of the following items: supplier, contract, sourcing process, order, delivery or invoice. To do so, click the *Selector*  button associated with the desired type of item and select your item from the list that displays.
4. When done, click the **Save** button.

[<](#) [<](#) [☆](#) Exception details : Missing power cord [Search ...](#) [🛒](#) [🖨](#)

Exceptions

Validation workflow

Definition ▾

Short description :

Type of Exception :

Begin date :

Outcome ▾

Outcome :

Closing date :

Anomaly outcome :

Add a comment ▾

Comment :

File attachment :

Click or Drag to add files

Source ▾

Supplier :

Contract :

Sourcing process :

Order :

Delivery :

Invoice :

Commodities :

Organizations :

Manager :

Delegated to :

Severity :

Associated Improvement Plans ▾

Create a Improvement Plan for this Exception

0 Result(s)

Ivalua Buyer demo v8.146 ©

Delete

Validate

Save & new

Notify via E-Mail

Save

Finish

Starting the exception resolution workflow

The progression of the exception within its resolution workflow can be viewed in the *Progress* tab.

At each validation of a workflow step, the exception changes status and the performers of the following activity will receive an email notification inviting them to log in.

<
↺
☆
Exception details : Missing power cord
Search ...
🛒 2
🖨

Exceptions
Validation workflow

```

graph LR
    A[Exception creation] --> B[Close the exception]
  
```

Open to ADD Documents/Comments, See Actors, view Audit Trail ▾

Activity	Performer	Delegate to	Created on	Date	State	Initial performer
Exception creation	A DE		1/12/2016 5:53:57 PM		○●○	A DE

1 Result(s)

Add a comment ▾

Save
Comment :

File attachment : 📎 Click or Drag to add files
 Send to : ▾



Change history >

Mail history >

Ivalua Buyer demo v8.146 ©
 Delete
Validate
Save & new
Notify via E-Mail
📄 Save
Finish

Initiating an Improvement Plan from the Exception Sheet

In the *Exception* tab, click the button **Create an Improvement Plan for this Exception**.

< ↺ ☆ Exception details : Missing power cord Search ...  2 


Exceptions

Validation workflow

Definition ▾


Short description :

Type of Exception : ▾

Begin date : 


Outcome ▾

Outcome :

Closing date : 

Anomaly outcome :

Add a comment ▾

File attachment :  Click or Drag to add files

Comment :

Source ▾

Supplier : ...

Contract : ...

Sourcing process : ...

Order : ...

Delivery : ...

Invoice : ...

Commodities : ...

Organizations : ...

Manager : ...

Delegated to : ...

Severity : ▾

Associated Improvement Plans ▾




Create a Improvement Plan for this Exception

0 Result(s)

Ivalua Buyer demo v8.146 ©

Delete
Validate
Save & new
Notify via E-Mail
Save
Finish

The *Edit improvement plan* window displays.


Edit Improvement Plan   


General information

Tasks

Plan identity ▾

Label :

Start date : 

End date : 

Supplier : ...

Status : ▾

Organization ▾


Organization : ...

Families ▾

Commodity : ...

Progress ▾

Add a comment ▾

File attachment :  Click or Drag to add files

Comment :

Origin ▾

Campaign : ...

Exception : ...

Save

Save and close

Close

The plan is automatically linked to the exception it is initiated from.

To obtain further information on how to manage improvement plans, please refer to the user guide dedicated to this module.

Viewing all the exceptions logged with a supplier

1. Select the *Suppliers / Suppliers* menu, locate the Supplier Record you wish to open, and then click its *Edit* icon. The selected Supplier Record displays.
2. Show the *Activity* tab. The *Exceptions* frame lists the exceptions currently logged with the supplier.

Supplier: OFFICE DEPOT

Search ...

Identity Administrative Contacts Approvals Analysis Bank & Interfaces Additional Information Credentials Validation Performance Rating Services Financial **Activity**

Sourcing processes

Code	Name	Manager	Steps
x BPM000100	Office Furniture	A DE	1 2 3 4 5 6 7 8 9
x BPM000084	Office Furniture	CONQUET Patrick	1 2.1 2.2 2.3 3.0 3.1
x BPM000011	Office Furniture	D KD	1 2 3 4 5 6 7 8 9

3 Result(s) >> view all

Orders

0 Result(s) >> view all

Exceptions

Number	Contract	Name	Severity	Manager	Created on	Duration	Status
x 13		Late delivery	Average	DE A	6/19/2014	575 days	New
x 11		Late Delivery	Major	DE A	6/18/2014	576 days	New
x 3		Missing power and interface cords	Minor	DE Y	9/20/2011	1578 days	New
x 2		One of the machines does not operate	Major	AUBAME Peter	9/19/2011	1579 days	New

4 Result(s) >> view all

Save Finish Create a change request